



Application Data Sheet

Application Information

Application number:: 10/648,722
Filing Date:: 08/25/03
Application Type:: Regular
Subject Matter:: Utility
Suggested classification::
Suggested Group Art Unit::
CD-ROM or CD-R??::
Number of CD disks::
Number of copies of CDs::
Sequence Submission::
Computer Readable Form (CRF)?::
Number of copies of CRF::
Title:: System for Business Service Management and
Method for Evaluating Service Quality of
Service Provider
Attorney Docket Number:: 16869N-091300US
Request for Early Publication:: No
Request for Non-Publication:: No
Suggested Drawing Figure::
Total Drawing Sheets:: 28
Small Entity?:: No
Latin name::
Variety denomination name::
Petition included?:: No
Petition Type::
Licensed US Govt. Agency::
Contract or Grant Numbers One::
Secrecy Order in Parent Appl.?:: No

Applicant Information

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Japan
Status:: Full Capacity
Given Name:: Toshihiro
Middle Name::
Family Name:: Nakaminami
Name Suffix::
City of Residence:: Zama
State or Province of Residence::
Country of Residence:: Japan
Street of Mailing Address:: c/o Hitachi, Ltd.
Postal Address Line Two:: Intellectual Property Group
Postal Address Line Three:: New Marunouchi Bldg.
Postal Address Line Four:: 5-1, Marunouchi 1-chome
Postal Address Line Five:: Chiyoda-ku
City of Mailing Address:: Tokyo
State or Province of mailing address::
Country of mailing address:: Japan
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Japan
Status:: Full Capacity
Given Name:: Makoto
Middle Name::
Family Name:: Kitagawa
Name Suffix::
City of Residence:: Fujisawa
State or Province of Residence::
Country of Residence:: Japan
Street of Mailing Address:: c/o Hitachi, Ltd.
Postal Address Line Two:: Intellectual Property Group

Postal Address Line Three:: New Marunouchi Bldg.
Postal Address Line Four:: 5-1, Marunouchi 1-chome
Postal Address Line Five:: Chiyoda-ku
City of Mailing Address:: Tokyo
State or Province of mailing address::
Country of mailing address:: Japan
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Japan
Status:: Full Capacity
Given Name:: Susumu
Middle Name::
Family Name:: Kobayashi
Name Suffix::
City of Residence:: Kawasaki

State or Province of Residence::
Country of Residence:: Japan
Street of Mailing Address:: c/o Hitachi, Ltd.
Postal Address Line Two:: Intellectual Property Group
Postal Address Line Three:: New Marunouchi Bldg.
Postal Address Line Four:: 5-1, Marunouchi 1-chome
Postal Address Line Five:: Chiyoda-ku
City of Mailing Address:: Tokyo
State or Province of mailing address::
Country of mailing address:: Japan
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Japan
Status:: Full Capacity
Given Name:: Toshiaki
Middle Name::

Family Name:: Tokunaga
Name Suffix::
City of Residence:: Yokohama
State or Province of Residence::
Country of Residence:: Japan
Street of Mailing Address:: c/o Hitachi, Ltd.
Postal Address Line Two:: Intellectual Property Group
Postal Address Line Three:: New Marunouchi Bldg.
Postal Address Line Four:: 5-1, Marunouchi 1-chome
Postal Address Line Five:: Chiyoda-ku
City of Mailing Address:: Tokyo
State or Province of mailing address::
Country of mailing address:: Japan
Postal or Zip Code of mailing address:: 100-8220

Correspondence Information

Correspondence Customer Number:: 20350

Representative Information

Representative Designation:: Representative Number:: Representative Name::
Primary 27,431 Robert C. Colwell

Domestic Priority Information

Application:: Continuity Type:: Parent Application:: Parent Filing Date::

Foreign Priority Information

Country:: Application number:: Filing Date::
Japan 2003-174234 06/19/03

Assignee Information

Assignee Name:: Hitachi, Ltd.
Street of mailing address:: 6, Kanda Surugadai 4-chome, Chiyoda-ku

City of mailing address:: Tokyo

State or Province of mailing address::

Country of mailing address:: Japan

Postal or Zip Code of mailing address::